

MEMORANDUM

TO: Chairman Sara Kyle
Director Eddie Roberson
Director Pat Miller
Director Ron Jones

FROM: Carsie Mundy
Chief, Consumer Services Division

DATE: May 9, 2007

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-APRIL¹

Regulated utility complaints received and investigated in April:	62
Non-regulated complaints received and investigated in April:	6
Number of follow-up investigations made in April:	390
Year-to-date regulated utility complaint total:	267
Number of Telemarketing complaints investigated in April:	107
Year-to-date Telemarketing complaints:	250
Year-to-date total of Tennesseans signed up for Do Not Call Register:	3,065,484
Number of active telemarketing solicitors:	518
Number of Do Not Call Renewal Applications Approved:	2
Number of Do Not Fax complaints investigated in April:	26
Year-to-date total of Do Not Fax complaints:	165
Year-to-date total TDAP devices ordered:	409
Number of calls to Verizon Relay Center: Intrastate: 24,564 Interstate: 3,312	27,876
Number of calls to Cap Tel Center: Intrastate: 24,412 Interstate: 4,101	28,513
Number of Lifeline Applications Approved:	98
Number of Link-up Applications Approved:	5
Total number of calls answered in the queue:	1,217
Outgoing calls to consumers generated by the queue:	739

(Reflects number of complaints received in April 2007 for Utility 1 & Utility 2)

¹ Data in this report may change as information is updated.

Telephone Companies

1. BellSouth	34
2. Embarq	2
3. Frontier/Citizens	1
4. Peoples	1
5. United	1

1. AT&T Residential	2
2. MCI	1

Distance

1. AT&T Residential	1
2. MCI	1

Billing Agents

1. Enhanced Services Billing	1
2. ILD Telecommunications	1
3. The Billing Resource	2

Non-Regulated Complaints

1. Access Integrated Networks	1
2. AT&T Residential	1
3. BellSouth	3

Resellers

1. Access Integrated Networks	1
2. Evercom	1
3. Excel	1
4. ITC	1
5. West Kentucky Networks	1

**CL
ECS****Gas, Water, Electric**

1. Atlanta Gas	1
2. Atmos Energy	2
3. Gasco	6
4. NCG	1
5. Tennessee American Water Co.	2

Long**Regulated Complaints for NR Companies**

1. Local Biz USA	1
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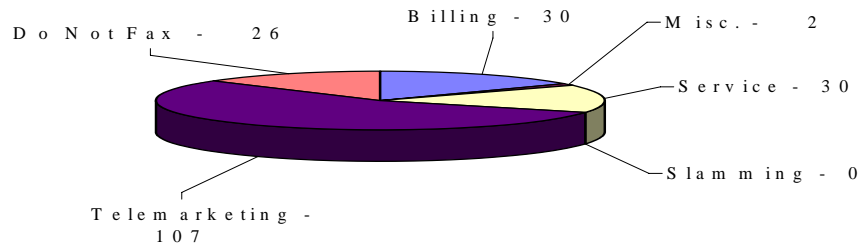
Wastewater

1. Lynwood	2
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VOIP

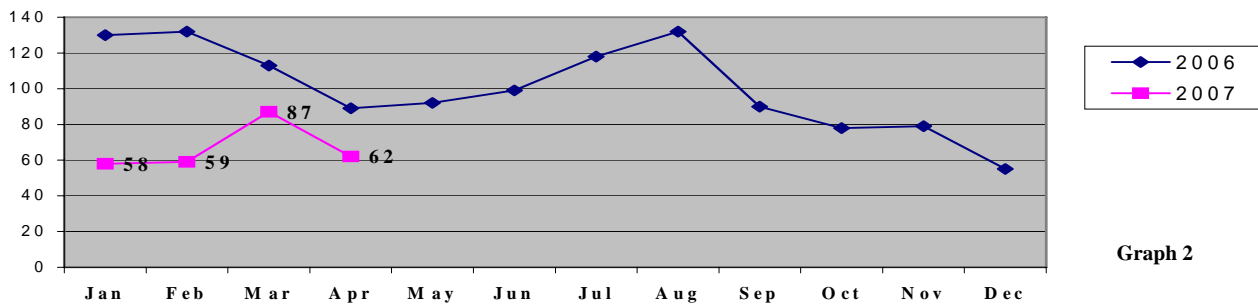
1. Comcast Phone of Tennessee	1
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Regulated Complaint Totals for April:



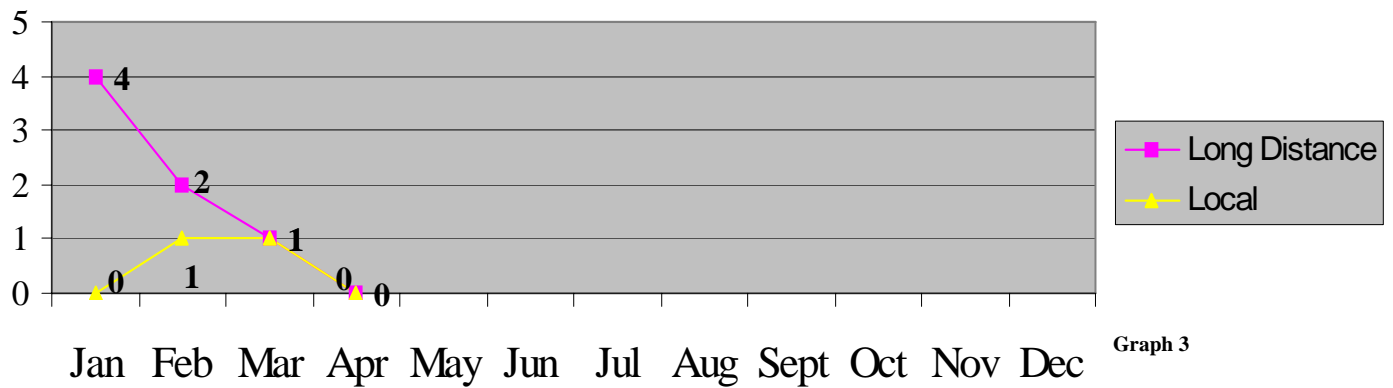
Graph 1

Regulated Utility Complaints:



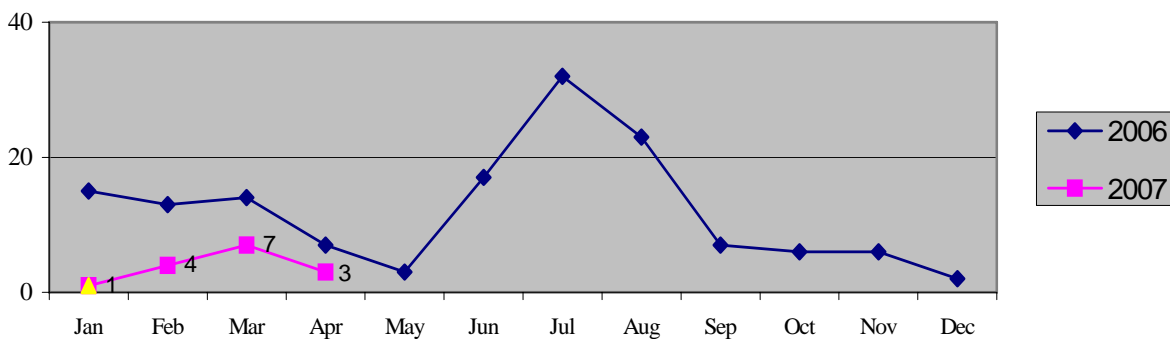
Graph 2

Slamming Totals:



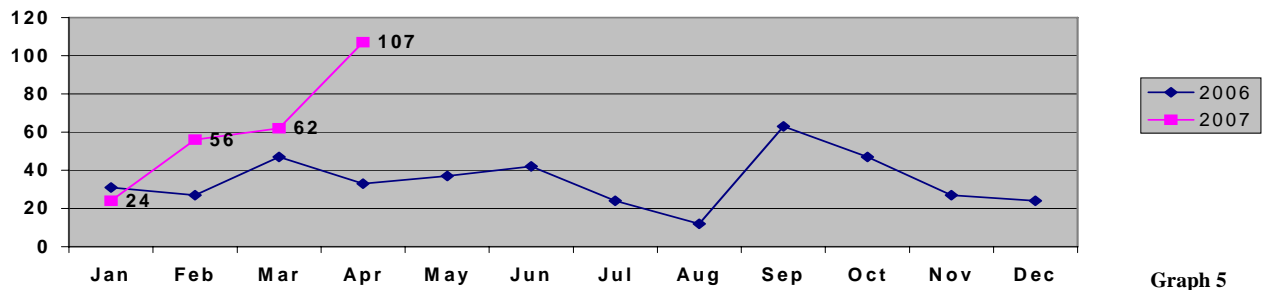
Graph 3

County Wide Calling Complaints:



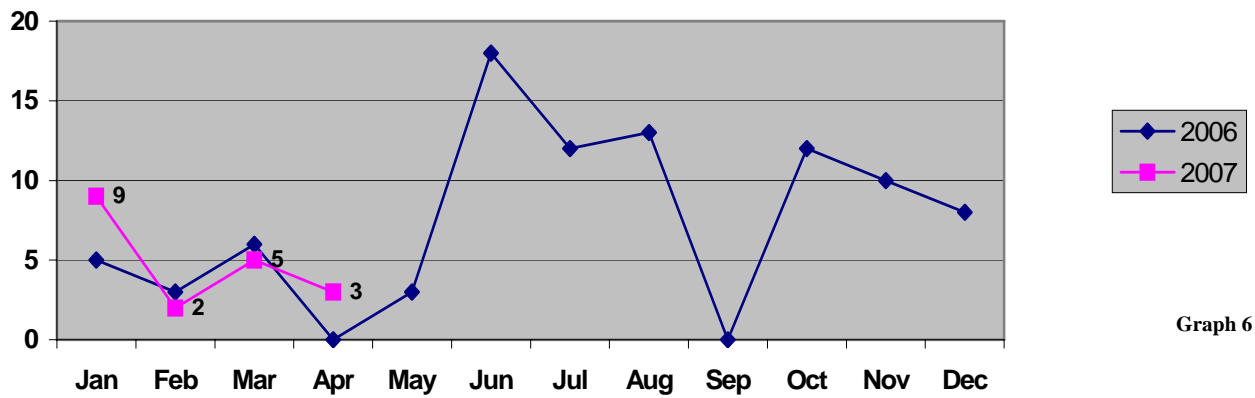
Graph 4

Telemarketing Complaints: (Most Complaints: Dish Network)



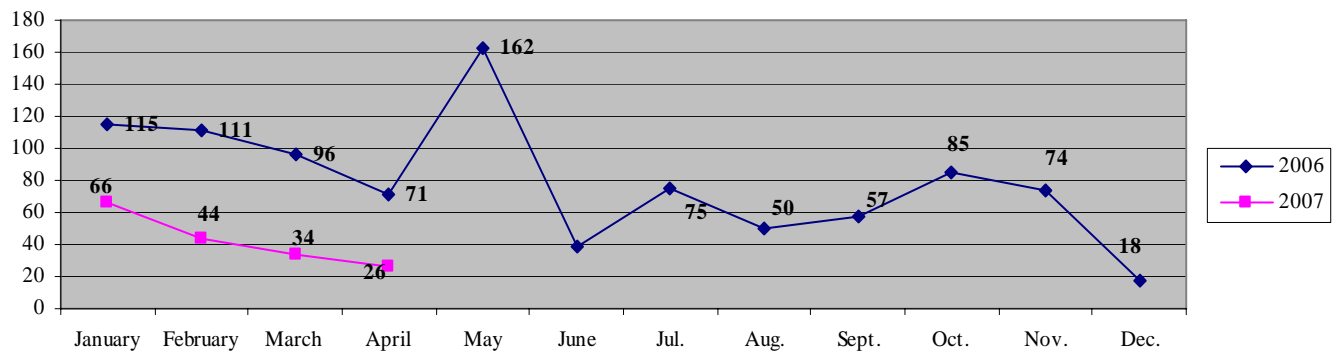
Graph 5

Telemarketing Solicitor New Applications Approved:



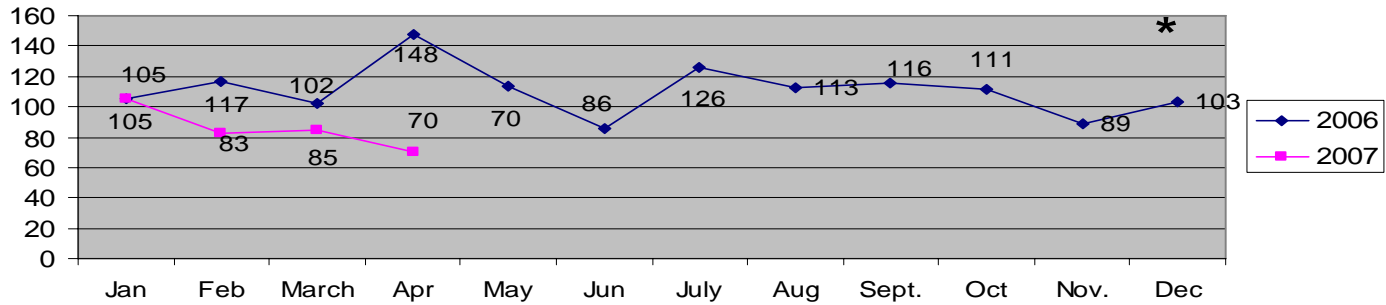
Graph 6

Do Not Fax Complaints:

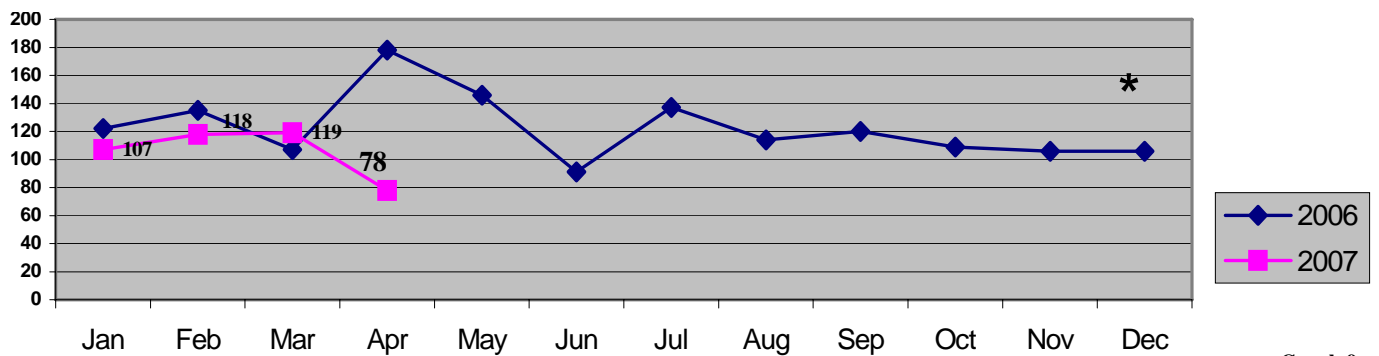


Graph 7

TDAP Applications Approved:

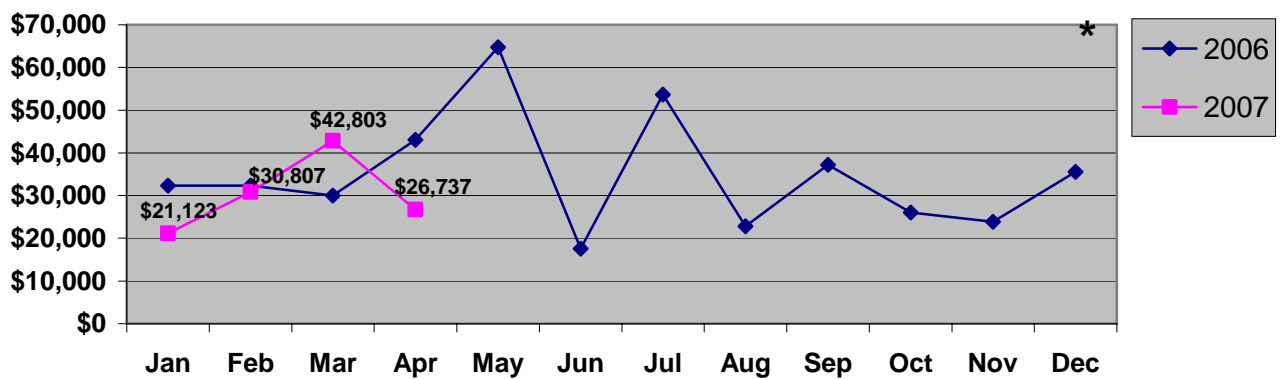


TDAP Devices Ordered:



Graph 9

Total Cost of TDAP Devices Ordered:



Graph 10

*CapTel equipment was initially ordered in May 2005